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DEVELOPMENT**

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**TO: Economic Support Supervisors  
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Training Staff  
Child Care Coordinators  
W-2 Agencies**

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**BHCE/BWP OPERATIONS MEMO**

**No.: 03-32**

**Date: 04/24/2003**

**Non W-2 [X] W-2 [X] CC [X]**

**PRIORITY: HIGH**

**SUBJECT: ALERT FUNCTIONALITY ENHANCEMENTS**

**EFFECTIVE DATE:** April 28, 2003

**PURPOSE**

The following important changes to Alerts and related functionality are discussed in this memo:

1. New Alert Help Text screen (CUAH) and expanded help text for selected alert codes.
2. Selected Alert sort order will be retained for the entire day when the Customized Alert Request screen (CMCR) is used.

**BACKGROUND**

Work continues on enhancing the alert functionality in CARES.

**POLICY**

**NEW HELP SCREEN AND EXPANDED TEXT FOR SELECTED ALERT CODES.**

A new Alert Help text screen, CUAH, has been developed. This screen contains detailed information about selected alerts and outlines any action required to be taken when the alert is received.

CUAH can be accessed:

1. From the Worker Activities – System Alerts screen (CMWA) by entering a “#” in the selection field next to the alert and hitting enter, or
2. Directly by entering CUAH in the tran field and an alert code in the parms field or,
3. From the Worker Activities System Alerts Menu (MNSA.)

CUAH	ALERT HELP TEXT	04/18/03 09:33 XCT148 L ASHMORE
ALERT CODE: 279 DESC: LOST ACCESS TO INS RUN SFED/EX PRIORITY: 01 ACTIVE: Y TEXT: EFF BEG DATE: 04 19 2003 EFF END DATE: 12 31 9999		
1. Program(s) that generate the alert. BC _____		
2. Why the Alert was generated. _____		
Person had 80% access to employer's insurance and lost access or the person _____ had access to state insurance and lost access. _____		
3. What worker action is required. _____		
Run SFED to see if eligibility for MA/BC exists. _____		

**NOTE ➤** Help text is continually being written for all alerts. If the alert does not currently have a help screen, the following message will appear: “HELP TEXT NOT AVAILABLE FOR THIS ALERT.”

### **SORT ORDER RETENTION**

Workers will be able to sort alerts as they have in the past by using CMCR but with the added functionality of having the sort order retained for the remainder of the workday.

If CMCR is used to sort a worker's alerts, this sort order will hold and redisplay each time CMWA is accessed until either the nightly batch cycle runs, or the worker accesses alerts through MNSA and selects a function number.

While the sort is in effect, each time the worker trans back to CMWA, only the alerts selected via the sort are displayed. An informational message will also appear stating that a sort was applied.

Sorts can be altered by tranning to CMCR and making the desired change. ON CMWA, the refresh key (PF5) can be used to temporarily display all of the alerts for the sign-on worker ID. Once the worker trans back to CMWA, the sort is re-applied.

**NOTE ➤** When a worker accesses another workers alerts and uses the sort on CMCR, pressing PF5 while on CMWA will display the sign-on worker's alerts (not the worker ID selected on CNCR). Once the worker trans again to CMWA, the sort for the other worker's alerts is re-applied.

Example: Worker Jane is processing Kim's alerts. Kim's sign on is XCTA01. Jane sorts for alerts 056 and 084 on CMCR for worker XCTA01. CMWA display's Kim's alerts 056 and 084. Jane pressed PF5 to refresh. Jane's alerts are now displayed (without any sort applied). If Jane trans back to CMWA, Kim's alerts with the original sort will be displayed. To view all of Kim's alerts, Jane can either enter only XCTA01 on CMCR (with no alert code selected) or tran to MNSA and select function 1 with Kim's ID.

## **CONTACTS**

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Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/PK